

TOWN OF TOPSFIELD
SENIOR ADMINISTRATIVE ASSISTANT INSPECTIONAL SERVICES
JOB DESCRIPTION

Position Purpose:

The purpose of this position is to perform skilled administrative secretarial work in supporting the operation; performs all other related work as required.

Supervision:

Supervision Scope: Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of considerable judgment to independently complete assigned tasks, analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures.

Supervision Received: Works under the general direction of the Building Inspector; only unusual situations or questions are referred to supervisor.

Supervision Given: None.

Job Environment:

Work is performed under typical office conditions; the noise level is moderate.

Operates computer, facsimile machine, copier, and other standard office equipment.

Makes frequent contacts with the general public, other town departments, contractors, appraisers, real estate brokers and future homeowners. Contacts are in person, in writing, by email, and telephone and involve an information exchange dialogue.

Has access to department-related confidential information and information pertaining to planning and zoning applications

Errors could seriously cause confusion and delay of service, or have financial and/or legal repercussions.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Provides administrative and secretarial support to the Inspectional Services Department. Assistance is provided to the Building, Plumbing/Gas and Electrical Inspectors. Coordinates permits, schedules, information and paperwork for the inspectors.

Performs clerical functions, including answering telephones, updating files, opening and sorting mail, typing and developing forms and correspondence, computer data entry and answering requests for information.

Provides information and assistance to the public concerning department procedures, forms, fees and regulations.

Orders and picks up supplies; receives and receipts money; and maintains and updates files.

Receives and reviews applications for electrical and plumbing permits. Calculates fees, receives and receipts money collected. Makes copies of all contractors' licenses and insurance.

Explains the building permit procedures for building, woodstove, pool and demolition permits. Performs initial review of application for completeness prior to submittal to the Building Inspector. Ensures all appropriate approvals are obtained from other departments prior to issuing permits. Completes building cards and issues to applicants under the direction of the Building Inspector.

Processes all permit applications including building. Electrical, plumbing and gas applications.

Maintains departmental files and provides information from public records research and notifies Town Clerk.

Prepares turnovers, payroll and department expenses.

Prepares detailed fiscal year-end report for the Department including all money taken in for all permits issued by the Department.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education and Experience:

High school education with courses in office procedures and business practices; Associate's degree in related field desirable; two to three years of progressively responsible office experience, and experience in planning and/or zoning desirable; or any equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office procedures, practices, office equipment and terminology. Knowledge of public hearing procedures, conflict of interest law, open meeting law and other laws pertinent to the job.

Ability: Ability to organize time and to work independently and accomplish tasks. Ability to maintain detailed statistics, office records, and clerical records. Ability to deal effectively and tactfully with the public. Ability to maintain confidential information. Ability to compose correspondence and to prepare, type, and proofread reports as to form and logic flow. Ability

to communicate effectively with the public, coworkers, other employees, other departments, officials, and other agencies. Ability to maintain accurate records, such as payroll and billing. Ability to handle multiple tasks efficiently.

Skill: Superior administrative and secretarial skills. Expertise and skill in utilizing personal computers, popular word processing, database, and spreadsheet applications. Proficiency in MS Word and Excel. Excellent customer service skills. Excellent written and oral communication skills as well as organizational skills. Skill in all of the above listed tools and equipment.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Regularly required to walk, stand, sit, talk, hear and move throughout the municipal facility including climbing stairs; operate objects, tools, or controls; pick up paper, files, books, weighing up to 10 pounds, and other common office objects. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed.

(This job description does not constitute an employment agreement between the employer and employee and subject to change by the employer as the needs of the employer and requirements of the job change.

Approved October 2019

Town Administrator